

FOIA IQ Number 267767 Responsive Documents

RR - Redacted - Releasable to the General Public



GSA FOIA <gsa.foia@gsa.gov>

FOIA request

1 message

Michael Ravnitzky (b) (6)

Sat, Apr 12, 2014 at 9:56 PM

To: gsa.foia@gsa.gov

· April 12, 2014

U.S. General Services Administration
FOIA Requester Service Center (H1C)
1800 F. Street, NW, Room 7308
Washington, DC 20405-0001
Fax: (202) 501-2727
EFOIA: gsa.foia@gsa.gov

Pursuant to the provisions of the Freedom of Information Act, I hereby request a copy of the messages posted on the Content-Managers-L listserv administered through GSA that contain the word

FOIA

You may restrict this request to records originated between January 1, 2011 and the present.

Such a keyword search is easy to conduct and is described here:

<http://www.howto.gov/communities/web-content-managers-forum/listserv>

This is an individual noncommercial request; I agree to pay up to \$50 for statutory fees if necessary.

Sincerely,

Michael Ravnitzky

(b) (6)



Office of Administrative Services
Freedom of Information Act Requester Service Center

May 12, 2014

Mr. Michael Ravnitzky

(b) (6)

Dear Mr. Ravnitzky:

This is in response to your Freedom of Information Act (FOIA) request (GSA FOIA number 267767), received April 12, 2014, in which you requested "a copy of the messages posted on the Content-Managers-L listserv administered through GSA that contains the word "FOIA." The search was restricted to those records originating between January 1, 2011 and the present.

Enclosed are documents responsive to your request. Please note that some information was redacted pursuant to the fourth exemption of FOIA, 5 U.S.C. 552(b)(4) and the sixth exemption (5 U.S.C. 552(B)(6)).

The fourth exemption protects commercial and financial information that is privileged or confidential. The sixth exemption permits an agency to withhold "personnel and medical files and similar files", the disclosure of which "would constitute a clearly unwarranted invasion of personal privacy."

You have the right to appeal the denial of the information withheld under FOIA. To do so, you must write within 120 days of your receipt of this letter to:

U.S. General Services Administration
FOIA Requester Service Center (H1C)
1800 F Street, NW, Room 7308
Washington, DC 20405

Your appeal must be in writing and should contain a brief statement of the reason(s) why the withheld information should be released. Please enclose copies of your initial request and a copy of this letter. Both the appeal letter and the envelope should be marked prominently "Freedom of Information Act Appeal."

U.S. General Services Administration
1800 F. Street, NW, Room 7308
Washington, DC 20405
Toll Free: (855)-675-3642
Fax: (202) 501-2727

If you have any questions, you may contact Marshall Brown at (202) 219-1458 or by email at marshall.brown@gsa.gov.

Sincerely,

(b) (6)

FOIA Program Manager

Enclosures

Subject: Re: Personal social media recommendations

From: (b) (6) @EPA.GOV>

Reply-To: (b) (6)

Date: Thu, 14 Mar 2013 16:00:07 +0000

My guess would be something like deliberative content for a rule-making effort to put it in EPA terms. Information not subject to FOIA.

(b) (6)

Subject: Re: Looking for a speaker for DOI/F&WS event in KC

From: (b) (6) @DODIG.MIL>

Reply-To: (b) (6)

Date: Thu, 19 Sep 2013 19:14:17 +0000

(b) (6)

When I was in the private sector, I had the authors of this book
<http://www.creatingcustomerevangelists.com/> come speak to our software users group conference and they were a huge hit. I don't know if you have any \$\$ though.

Another consideration might be to ask the Kansas City FEB
http://www.kansascity.feb.gov/index_I9IC.html to see if they know anyone locally who could speak so there would be no travel costs.

And, of course, one great resource right there in KC is a super customer focused company: Hallmark <http://corporate.hallmark.com/> - I'll bet they would LOVE to hear from you.

Good luck!

(b) (6)

(b) (6)

, Public Affairs

Department of Defense-Office of Inspector General
4800 Mark Center Drive, Alexandria, VA 22350-1500

(b) (6) (direct) (b) (6) (OCCL-main)

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Visit DoD IG FOIA Reading Room: <http://www.dodig.mil/foia/readingroom.html>

From: (b) (6) @DODIG.MIL]

Sent: Wednesday, June 19, 2013 2:26 PM

To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV

Subject: Re: [CONTENT-MANAGERS-L] Content Audit Software

Apparently TOS is needed even for free software... but I copied (b) (6), the GSA TOS guru, so she can weigh in. (b) (6)

On Wed, Jun 19, 2013 at 1:51 PM, (b) (6) @dodig.mil> wrote:

One of my colleagues here reminded me that any such tools used needs to have a Terms of Service before being used on a federal website... (b) (6)

(b) (6)

, Public Affairs

Department of Defense-Office of Inspector General
4800 Mark Center Drive, Alexandria, VA 22350-1500

(b) (6) (direct) (b) (6) (OCCL-main)

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Visit DoD IG FOIA Reading Room: <http://www.dodig.mil/foia/readingroom.html>

From: (b) (6) [REDACTED]@DODIG.MIL]
Sent: Thursday, June 13, 2013 1:15 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] 2000 Twitter followers by June 20th for DoD IG

All,

We here at DoD IG have been celebrating our 30th anniversary as an organization for the past few weeks. We opened our doors on May 20th, 1983, so we have set aside 30 days to note the DoD IG's accomplishments over the past 30 years (you can see more info about all of that on our website: www.dodig.mil).

While I don't think we can get to 3000 followers in honor of our 30th at the end of our 30 days (June 20th) – although that would be amazing!, we thought perhaps you all could help us get to 2000 by the 20th. We are at 1,785 as of today (third out of the 20 IGs on Twitter – USPSOIG and HHSOIG lead the IG community as both are up in the 3000s!) so we just need a little more than 200 followers to reach our goal by next Thursday.

If your agency/organization is not yet following us, we invite you to consider doing so – and perhaps wishing us a Happy 30th Birthday via Twitter if you are so inclined! J We are here: @DoD_IG on Twitter: https://twitter.com/dod_ig

Many thanks,

(b) (6) [REDACTED]

(b) (6) [REDACTED]

Public Affairs

Department of Defense-Office of Inspector General
4800 Mark Center Drive, Alexandria, VA 22350-1500

(b) (6) [REDACTED] (direct) (b) (6) [REDACTED] (OCCL-main)

Visit www.dodig.mil

@DoD_IG on Twitter: https://twitter.com/dod_ig

DoD IG on LinkedIn: <http://www.linkedin.com/company/DoD-Inspector-General>

Sign up for DoD IG reports and newsletter: http://www.dodig.mil/pubs/report_update1.cfm

Visit DoD IG FOIA Reading Room: <http://www.dodig.mil/foia/readingroom.html>

Subject: Data.gov contacts

From: (b) (6) @DODIG.MIL>

Reply-To: (b) (6)

Date: Thu, 16 May 2013 20:18:07 +0000

Here are our contacts at Data.gov collected by one of my colleagues here at DODIG:

Here are my contacts from Data.gov. They were all really responsive and helpful. I'd recommend she contact them directly. Some are contractors who may actually manage the software she is referring to.

(b) (6) @gsa.gov
(b) (6) @gsa.gov
(b) (6) @socrata.com
(b) (6) @reisystems.com

(b) (6)
(b) (6) Public Affairs
Department of Defense-Office of Inspector General
4800 Mark Center Drive, Alexandria, VA 22350-1500
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Sign up for DoD IG reports and newsletter: http://www.dodig.mil/pubs/report_update1.cfm
Visit DoD IG FOIA Reading Room: <http://www.dodig.mil/foia/readingroom.html>

Subject: Re: Southern Baptist Convention site blocked?

From: (b) (6) @DODIG.MIL>

Reply-To: (b) (6)

Date: Thu, 25 Apr 2013 20:07:49 +0000

Accessible at DoD OIG.

(b) (6)

(b) (6)

(b) (6), Public Affairs, Office of Communications and Congressional Liaison
Department of Defense/Office of Inspector General
4800 Mark Center Drive, Alexandria, VA 22350-1500
(b) (6) (direct) (b) (6) (OCCL-main)
Visit www.dodig.mil
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Subscribe to our reports list: dodig_report-request@listserve.com
Subscribe to our monthly newsletter: dodigconnect-request@listserve.com
Visit our FOIA Reading Room: <http://www.dodig.mil/foia/readingroom.html>

Subject: Re: Training on "writing for new media"
From: (b) (6) @DODIG.MIL>
Reply-To: (b) (6)
Date: Thu, 25 Apr 2013 16:08:30 +0000

I have taken courses from her in the past and second this comment.

(b) (6)

(b) (6)
(b) (6), Public Affairs, Office of Communications and Congressional Liaison
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Visit our FOIA Reading Room: <http://www.dodig.mil/foia/readingroom.html>

Subject: Re: Survey Tool?
From: (b) (6) @DODIG.MIL>
Reply-To: (b) (6)
Date: Mon, 8 Apr 2013 14:31:27 +0000

Yes indeed. We were told by OMB at least six months. We hope to get sign off by our leadership this week and then it will be up to OMB to respond.

(b) (6)

(b) (6)

, Public Affairs, Office of Communications and Congressional Liaison
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Subscribe to our monthly newsletter: dodigconnect-request@listserve.com

Visit our FOIA Reading Room: <http://www.dodig.mil/foia/readingroom.html>

Subject: Re: Survey Tool?

From: (b) (6) @DODIG.MIL>

Reply-To: (b) (6)

Date: Fri, 5 Apr 2013 14:31:47 +0000

All,

One thing that we have been reminded about before doing external surveys to collect information from the public is to be sure to work with OMB – via a Federal Register Notice - to get approval for doing such public surveys. We are working on getting that done for DODIG now. I've copied my contractor, (b) (6), who has been working on this project with me in case you need some current points of contact or other information about the process.

(b) (6)

(b) (6)

, Public Affairs, Office of Communications and Congressional Liaison
Department of Defense/Office of Inspector General
4800 Mark Center Drive, Alexandria, VA 22350-1500

(b) (6) (direct) (b) (6) (OCCL-main)

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Subscribe to our monthly newsletter: dodigconnect-request@listserve.com

Visit our FOIA Reading Room: <http://www.dodig.mil/foia/readingroom.html>

Subject: Re: OT: tired of Win 8 rants?

From: (b) (6) @FS.FED.US>

Reply-To: (b) (6)

Date: Wed, 18 Dec 2013 17:40:11 +0000

At the bottom of every email posted to this list:

>>Please note that the Content-Managers listserv is only open to US federal,
>>state, and local government employees. We do not admit contractors or
>>private individuals.

I will let any legal beagles offer their views as to any FOIA requests that might be generated.

According to the Web Content Managers Forum web page
(<http://www.howto.gov/communities/web-content-managers-forum>) about this list:

"Members communicate and collaborate to share ideas, challenges, lessons learned, and best practices in managing the content of government websites."

We risk a "chilling effect" if we are unable to offer unvarnished opinions and views in doing our jobs on behalf of the American People. So should we all now march lockstep with the prevailing winds (eyes forward and fingers duct-taped) even if those winds are coming from places with which we disagree? Or worse, find unethical and dishonest? We discredit ourselves if we only speak just what some want us to hear. We must also speak what some need to hear.

"Censorship reflects a society's lack of confidence in itself." Justice Potter Stewart, 383 U.S. 463 (1966)

(b) (6)

(b) (6)

Pacific Northwest Region - Vancouver, WA

Voice - (b) (6) | Fax - 360.891.5045

Email - (b) (6) @fs.fed.us

"The trouble with quotes on the Internet is that you can never know if they are genuine." -- Ben Franklin, 1706-1790

This message was sent to the Web Content Managers Forum, a community of government

employees who manage the content of government websites. To learn more about the Forum, visit HowTo.gov at:

<http://www.howto.gov/communities/web-content-managers-forum>

<blocked<http://www.howto.gov/communities/web-content-managers-forum>>

Please note that the Content-Managers listserv is only open to US federal, state, and local government employees. We do not admit contractors or private individuals.

For help with this listserv, or to manage your settings, visit HowTo.gov:

<http://www.howto.gov/communities/web-content-managers-forum/listserv>

<blocked<http://www.howto.gov/communities/web-content-managers-forum/listserv>>

>

To unsubscribe, create a new message and address it to:

listserv@listserv.gsa.gov <blocked<mailto:listserv@listserv.gsa.gov>>

The message should have NO SUBJECT, and the text should read:

signoff content-managers-l

in the message body.

Subject: 508 compliant records management tool for social media

From: [REDACTED]@FDA.HHS.GOV>

Reply-To: [REDACTED]

Date: Tue, 3 Jan 2012 12:10:52 -0500

All,

I'm looking for a tool that backs up tweets, Facebook posts, and other social media content in a way that is 508 compliant. I have personally used Backupify and know of several other tools, but none of them are 508 compliant.

How are you storing your social media content to meet FOIA and records management requirements?

Thanks for the help!

[REDACTED]

(b) (6) PMP
Health Communication Specialist
Office of Health Communication and Education
FDA Center for Tobacco Products
Phone: (b) (6)
Blackberry (b) (6)
CTP Call Center: 1.877.CTP.1373
www.fda.gov/tobaccoproducts

Follow CTP on Twitter: @FDAtoBacco
Fan FDA on Facebook: <http://www.facebook.com/FDA>
Engage with FDA on YouTube: <http://www.youtube.com/user/USFoodandDrugAdmin>

Subject: Digital Digest 10/09/2012 - Center for Excellence in Digital Government
From: (b) (6) @GSA.GOV>
Reply-To: (b) (6)
Date: Tue, 9 Oct 2012 12:20:01 -0400

Greetings and Happy Tuesday,

Below is this weeks Digital Digest. Enjoy and share.

Digital Analytics Program to Help Agencies Measure Web Performance (10/05/2012) The Digital Government Strategy Milestone 8.2 calls for agencies to implement performance and customer satisfaction measurement tools on all .gov websites. The Digital Services Innovation Center is rolling out a comprehensive Digital Analytics Program to help.

Hosting Successful Twitter Chats (10/01/2012) The most important steps you can take in organizing a Twitter Town Hall chat are:

- Set clear expectations for engagement
- Ensure efficient staff communication, roles and responsibilities
- Follow-up on engagements, and
- Monitor and report performance

Got Gov Data to Share? Go Infographic (10/05/2012) In government services, the challenge merely begins with collecting data. Next, you work to make sense of it and share it with others, accurately and clearly. Tips to get started include:

- Define the points of content you want to cover, and
- Use a professional designer.

International Collaboration on Digital Government (10/02/2012) CIOs from Canada, Mexico, and the United States met at the North America Day 2012 Summit in Williamsburg, VA, with other senior IT officials from each country. For details read [North American Day Collaboration Strengthens Public Health and Safety](#).

FOIAOnline (10/01/2012) New one-stop spot to access, track, and query FOIA requests. The website lets you request information and track your requests from participating agencies.

Facebook Reaches 1 Billion Users (10/04/2012) Topping the 1 billion mark means Facebook now reaches one out of every 7 people on the planet!

(b) (6)
(b) (6)
Center for Digital Government Excellence
Office of Citizen Services and Innovative Technologies
General Services Administration
(b) (6)

Follow @GovNewMedia on Twitter for frequent updates about news, events and best practices. #DigitalGovU for classes #UXGov for GSA's First Friday website usability program.

Subject: Survey Monkey question
From: (b) (6) @VA.GOV>
Reply-To: (b) (6)
Date: Tue, 11 Dec 2012 10:41:21 -0500

General question

Are federal agencies allowed to use non-government websites like Survey Monkey to collect internal agency data? For instance, if an agency program office wants to assess how an agency-wide initiative is being implemented by field offices, is it allowed to use a non-government website such as Survey Monkey to collect that information? The data collected would be de-identified, although the name of the field office may be associated with a particular

set of data.

Are there FOIA implications or other federal laws/policies that prohibit or circumscribe something like this?

(b) (6)

Subject: Job Opportunity: Public Affairs Specialist, U.S. Naval Research Laboratory
From: (b) (6) @NRL.NAVY.MIL>
Reply-To: (b) (6) @NRL.NAVY.MIL>
Date: Mon, 24 Oct 2011 13:37:42 -0400

All,

The NRL Public Affairs Office is looking for a public affairs specialist with science writing skills and experience dealing with the media and using social media to interact with the public. The position is only open to current feds, Veterans Employment Opportunities Act, reinst, Interagency Career Transition Assistance Plan in the Washington DC area.

Please pass along to anyone who you think might be interested.

Apply on USA Jobs by Friday Oct 28:
<http://www.usajobs.gov/GetJob/ViewDetails/301304000>

Best,

(b) (6)

--

(b) (6)
Naval Research Laboratory
Public Affairs Office - Code 1030
4555 Overlook Avenue, SW
Washington, DC 20375

(b) (6)

Twitter: <http://twitter.com/USNRL>
Facebook: <http://facebook.com/USNRL>

Job Title: Public Affairs Specialist
Department: Department Of The Navy
Agency: Office of Naval Research
Job Announcement Number: NE1-1035-03-545202-K9168479

SALARY RANGE:
\$61,890.00 to \$98,448.00 / Per Year

OPEN PERIOD:
Monday, October 24, 2011 to Friday, October 28, 2011

SERIES & GRADE:
NO-1035-03

POSITION INFORMATION:
Full Time - Permanent

PROMOTION POTENTIAL:03

DUTY LOCATIONS:
1 vacancy(s) - Washington DC, DC United StatesView Map

WHO MAY BE CONSIDERED:
current feds, VEOA, reinst, ICTAP in the Washington DC area

JOB SUMMARY:
The Navy and Marine Corps team offers innovative, exciting and meaningful work linking military and civilian talents to achieve our mission and safeguard our freedoms. Department of the Navy provides competitive salaries, comprehensive benefits, and extensive professional development and training. From pipefitters to accountants, scientists to engineers, doctors to nurses-the careers and opportunities to make a difference are endless. Civilian careers-where purpose and patriotism unite!

This position requires knowledge to apply the principles and methods of written and oral communication while conducting complex public affairs operations involving public information, social media, internal relations and community relations programs for a large corporate-like science and engineering research activity.

KEY REQUIREMENTS
You must be a US Citizen.

Must be registered for Selective Service, see Legal & Regulatory Guidance.
Suitable for Federal employment as determined by background investigation.
Selectee may be required to successfully complete a probationary period.
You must obtain and maintain a security clearance

DUTIES:

This position is located at Naval Research Lab in Washington DC.

NRL operates as the Navy's full-spectrum corporate laboratory, conducting a broadly based multidisciplinary program of scientific research and advanced technological development directed toward maritime applications of new and improved materials, techniques, equipment, systems and ocean, atmospheric, and space sciences and related technologies.

The selectee is responsible for logging incoming Freedom of Information Act request (FOIA) and routing the requests to cognizant NRL officials. Establish and maintain effective working relationships with the print and broadcast media for the release of information and in answering inquiries. Plans, implements and conducts evaluations of the Laboratory's public affairs program. Advises NRL staff members and research officials on complex problems and issues. Develops strategies and techniques for use by others in disseminating information and determines the topics to be developed for major press releases. Responsible for organizing, conducting and monitoring press briefings and conferences on matters relating to NRL. This also involves coordinating the generation of press releases; editing and rewriting detailed background information; and overseeing the development of press kits and visuals, etc. Responsible for alerting and inviting the press to conferences when appropriate. Responsible for managing the Laboratory's Speakers Bureau Program, this includes: processing, scheduling, and coordinating all requests for NRL speakers with outside activities. Responsible for researching, writing and clearing major speeches for NRL top management; these items cover a variety of technical, nontechnical and/or policy-related topics.

QUALIFICATIONS REQUIRED:

In order to qualify for this position, your resume must provide sufficient experience and/or education, knowledge, skills, and abilities, to perform the duties of the specific position for which you are being considered. Your resume is the key means we have for evaluating your skills, knowledge, and abilities, as they relate to

this position. Therefore, we encourage you to be clear and specific when describing your experience.

Your resume must demonstrate at least one year of specialized experience at or equivalent to the NO-02 pay band or GS-5-10 grade levels in the Federal service or equivalent experience in the private or public sector. Specialized experience is defined as experience that is typically in or related to the work of the position to be filled and has equipped you with the particular knowledge, skills, and abilities, to successfully perform the duties of the position. Specialized experience must demonstrate the following: includes experience conducting complex public affairs operations involving public information, social media, internal relations, and community relation programs for a large corporate-like science and engineering research activity.

Or

Ph.d or equivalent doctoral degree or 3 full years of progressively higher level graduate education leading to such a degree or LL.M., if related.

Subject: Social Media & Gov 2.0 Symposium for Managers
From: [REDACTED]@GSA.GOV>
Reply-To: [REDACTED]
Date: Fri, 26 Aug 2011 10:41:50 -0700

Hi Forum members,

I think many of you will be quite interested in an event coming up on Sept. 19 in DC. It's a Gov2.0 symposium to answer questions and provide guidance to government leaders who still have questions and concerns about the value and viability of social media.

If you're still getting pushback when you propose using social media tools at your agency -- I encourage you to share this invitation with your agency leaders (we're talking GS-15/SES level here).

This is a great opportunity for agency leaders to hear from experts across government who have real-life experience in making social media work - including privacy and security experts, attorneys, and many voices from our own community [REDACTED] [REDACTED].

This event is open to govt-only... and if your agency is still struggling to get a strong social media presence in place, please share the information below as appropriate.

Thanks!

[REDACTED]

[REDACTED]

Federal Web Managers Council

Center for Excellence in Digital Government

Office of Citizen Services and Innovative Technologies

U.S. General Services Administration

[REDACTED]@gsa.gov

HowTo.gov – Helping agencies deliver a great customer experience

----- Forwarded message -----

CFTC and GSA to Host Social Media and Gov 2.0 Symposium

When: Monday, 19 September 2011, 8:30-12:30. Registration begins at 7:30am.

Where: Commodity Futures Trading Commission
1155 21st St., NW (intersection of 21st & M St.)
Washington, DC 20581

Target Audience: Your agency's senior thought leaders and decision makers on social media and Gov 2.0.

Cost: Free. Must RSVP and register to attend.

Security: HSPD-12 or other Government ID must be presented to building security. Please allow ample time for arrival as all participants must pass through security and be scanned.

Note: This meeting is closed to media representatives and contractors so as to promote the free flow of ideas and discussions.

Symposium Overview:

Come hear from social media and Gov 2.0 leaders from across government about how their agencies are responsibly implementing social media and Gov 2.0 technologies—from mobile apps to Facebook to cloud computing—to further agency missions. You will hear from Federal CIOs and leaders in citizen engagement and new media, and there will be an attorney roundtable to address records, privacy, contracts, and human resources, to explain how to use

social media responsibly and in compliance with Federal laws.

Welcome keynote remarks will be made by CFTC Chairman Gary Gensler, GSA's Associate Administrator David McClure, and Deputy U.S. CTO for Government Innovation Chris Vein. Speakers include GSA CIO Casey Coleman, CFTC CIO John Rogers, FTC Chief Privacy Officer Marc Groman, and many others.

This Symposium is being presented by Federal agency senior thought leaders, for such leaders. There are no fees. Presentations will be electronically transmitted to attendees. In keeping with GSA's sustainability goals, handouts will not be provided.

Some Discussion Topics:

- Network safety under FISMA and NIST standards.
- Using social media and Gov 2.0 technologies to further agency mission and engage citizens.
- Compliance with a myriad of federal legal challenges, including federal records, privacy, FOIA, and protecting intellectual property, among others.
- Compliance with federal ethics rules.
- Third party terms of use agreements.
- Managing employee use of social media.

RSVP and Information: Please email FedSocMediaSymposium@cftc.gov by 15 September 2011. Include your name, agency, title, and email address. If your senior leaders have specific subject matter questions, please submit them via email by the 15th. This will allow our speakers time to prepare thoughtful and useful responses. Space is limited, so please RSVP as soon as possible.

Subject: Re: Domain approval teams
From: [REDACTED]@DHS.GOV>
Reply-To: [REDACTED]
Date: Wed, 3 Aug 2011 09:00:15 -0400

Many of the same principles and policies may be applied as dealing with the public and customer service are impacted both on the intranet and internet for federal websites.

I offer the following observations:

1. In light of upcoming shrinkage in budget, personnel and resources, many of these duties (internet, intranet, 508 compliance, multilingual content, privacy, information sharing, FOIA,

records management) will be delegated to one entity within each Federal business office. As we move towards this new model, we may need to "refocus" our big picture in light of these future realities.

2. Of course within potential chaos are the seeds of opportunity. We who are now performing web management functions, may now have an opportunity to reinvent ourselves, perhaps as Information Management Specialists who coordinate, liaise or even perform some or all of these duties.

3. On a more self-serving note - as these functions are more and more IT derived and based, there is also an opportunity for us to justify having a pay scale commensurate with those of our IT brothers and sisters in other similar Federal and military job functions and position descriptions. This would be especially nice in the current economic environment since the Federal employee pay freeze seems to be heading for an extension through perhaps 2014 or beyond as part of the "debt debates" on the Hill not to mention possible negative adjustments to social security, TSP, retirement, health care etc.

I only say all this because I believe it is important to make the most of this opportunity to make sure that we show our leadership (and Congress) all that we can do and are willing to do in order. This validation of value added to the work must be joined with policies, procedures and best practices that embrace the bigger picture of the future. Of course I cannot speak for (b) (6) but I think that these concerns may have influenced what she was articulating. (b) (6)

My twenty-five cents worth J

(b) (6)
Special Programs
U.S. Department of Homeland Security
Office of the Citizenship & Immigration Services Ombudsman
Washington D.C. 20528
(b) (6)
@dhs.gov

Subject: Re: Dealing with negative comments on a blog or Facebook page
From: (b) (6) @DEP.STATE.FL.US>
Reply-To: (b) (6)
Date: Tue, 17 May 2011 11:22:44 -0400

Good morning,

Here is a link to the Facebook comment policy for Florida State Parks, http://www.facebook.com/FLStateParks?sk=app_139229522811253, which is similar for all of our social media. At the state level we do not go by FOIA but we do have Chapter 119, aka Sunshine Laws. We use our discretion, always removing any blatantly defamatory or inappropriate comments, though I can say that does not happen often. We do sometimes remove irrelevant comments and especially comments by people looking to sell something through our page, which is quite common.

To back up any comments (deleted or kept) we use HyperAlerts, <http://www.hyperalerts.no/> and www.backupify.com. Hyper Alerts is a free service and is similar to your standard facebook notifications, but better. I've attached a sample. Backupify is still modifying and working out kinks to backing up facebook pages, but hope to be able to rely solely on that service soon. Backupify is great for backing up twitter.

As for twitter, we just let the @mentions stay. I'm not really even sure you can remove them. We just do not respond or engage unless the comment/criticism is relevant.

Hope that helps!

(b) (6)

(b) (6)

Public Information Officer

(b) (6)

www.facebook.com/FLStateParks

www.twitter.com/FLStateParks

www.twitter.com/EasyAsOne

----- Message from Hyper Alerts < on Mon, 16 May
2011 16:16:17 -0400 -----

To: (b) (6) "

Subject: [Florida State Parks] [hourly] 1 new
comment

1 new comment

Florida State Parks

Now this is a great way to spend your weekend!!!

13:16, May 16 • View whole post

(b) (6) our favorite!
13:17, May 16

(b) (6) Will we see
you soon??
13:31, May 16

(b) (6) How about any day ;)
13:36, May 16

(b) (6) We loved it there. Primitive
camping by the bay, the sunset, the
sand...paradise!
15:23, May 16

Stop getting alerts for this page • Unsubscribe/Delete your
account • Give us Feedback • Privacy policy
www.hyperalerts.no • support@hyperalerts.no

The Department of Environmental Protection values your feedback as a
customer. DEP Secretary Herschel T. Vinyard Jr. is committed to
continuously assessing and improving the level and quality of services
provided to you. Please take a few minutes to comment on the quality of
service you received. Simply click on this link to the DEP Customer
Survey. Thank you in advance for completing the survey.

Subject: Re: Dealing with negative comments on a blog or Facebook page
From: (b) (6) @STATE.GOV>
Reply-To: (b) (6)
Date: Tue, 17 May 2011 09:55:49 -0400

(b) (6)

Have you discussed the way you are archiving those postings with your records, privacy, FOIA and/or legal teams? (b) (5)

[REDACTED]

Perhaps we're just overthinking things?

(b) (6)

(b) (6)

(b) (6)

International Information Programs &
Educational and Cultural Affairs
U.S. Department of State
v (b) (6) f 202-632-2995

Internet Steering Committee
Social Media Hub

UNCLASSIFIED based on definitions in E.O. 13526

This email is UNCLASSIFIED.

(b) (6) @EPAMAIL.EPA.GOV

03/03/2011 03:08 PM Please respond to

(b) (6) @EPAMAIL.EPA.GOV

To CONTENT-MANAGERS-L@LISTSERV.GSA.GOV

cc

Subject Re: [CONTENT-MANAGERS-L] Dark side of social media

(b) (6), I think it strains credulity to imagine that my private emails or my non-govt posts to FB would be relevant to a FOIA request.

I've responded to FOIA requests, and they're about something specific. They don't include "everything ever said or done by anyone connected to the agency's actions."

Rather, it's more like "any records, emails, and other documents about X."

Look, there are plenty of good reasons to be careful, but I don't think this is one.

(b) (6)
(b) (6)
Office of External Affairs and Environmental Education
U.S. Environmental Protection Agency
(b) (6) @epa.gov
(b) (6) (cell for emergencies: 2 (b) (6))

EPA's blog: <http://blog.epa.gov> | Twitter: <http://twitter.com/greenversations>
EPA news: <http://www.epa.gov/newsroom> | mobile: <http://m.epa.gov/news> | Twitter:
<http://twitter.com/epanews>

From: (b) (6) @FS.FED.US]
Sent: 03/03/2011 02:39 PM PST
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Dark side of social media

If your agency grants you authority to have FB access and official posting authority, yes, it is a good idea to separate any personal FB identity from a professional FB identity. Do not combine nor link the two.

(b) (5)



(b) (5)

(b) (6)

(b) (6)

DRM Civil Rights POC / USFS 508 Taskforce
Pacific Northwest Region - Vancouver, WA
Voice - (b) (6) | Fax - 360.891.5045
Email - (b) (6)@fs.fed.us

"People who say it cannot be done should not interrupt those who are doing it." -- George Bernard Shaw

Subject: FW: Question Regarding YouTube Videos and Comparable Access/Other Requirements

From: (b) (6)@ACCESS-BOARD.GOV>

Reply-To: (b) (6)

Date: Thu, 17 Feb 2011 08:53:50 -0500

(b) (6) also raised this question on another list, please see the excellent response from (b) (6) bellow.

Captioning may be the toughest 508 issue with regard to video, but it is not the only one!

-----Original Message-----

From: Agency IT Accessibility Coordinators (Sec508ITAC)
[mailto:SEC508ITAC@LISTSERV.GSA.GOV] On Behalf Of (b) (6)@DOT.GOV
Sent: Wednesday, February 16, 2011 10:59 PM
To: SEC508ITAC@LISTSERV.GSA.GOV
Subject: Re: Question Regarding YouTube Videos and Comparable

Access/Other Requirements



With respect to Section 508, the legal requirements are that the video be captioned (and audio described as appropriate) per 1194.24 and that the player meet the applicable technical requirements of 1194.21 and 1194.22. The player controls may be your larger technical hurdle. For example, the controls for start, pause, sound, turning on the captions, and resizing the screen must be accessible via the keyboard. Section 508 doesn't excuse content because it comes from YouTube, and I think there are several agencies with policy that say as much. Your best authoritative source would be your agency's legal counsel.

There are other issues besides Section 508 that you may wish to consider. For example, your agency's web page is an official record and there are other web content requirements from OMB. Therefore, if for some reason YouTube changes, removes or blocks your content, your agency's website content is compromised. You will also want to look at the YouTube terms of service which may constrain how you use the material. Your security officer may have some requirements as well. In other words besides Section 508, there are other legal requirements such as FISMA, Privacy, Federal Records, FOIA, etc., that may apply.

Given those considerations, it may be more expedient to post a video that is maintained on your agency's assets where you have content control and then link to your youtube channel for additional content. Of course all those requirements still apply to content on your agency's assets, but at least you aren't relying on a private entity to meet any of them.

In DOT, content that is available on services such as YouTube, Facebook, etc., must also be hosted on DOT managed assets. It is policy from our general counsel and we spent a significant amount of time looking at the various issues. I can send that to you if it helps.


U.S. Department of Transportation

From: Agency IT Accessibility Coordinators (Sec508ITAC)
[SEC508ITAC@LISTSERV.GSA.GOV] On Behalf Of 
@OGE.GOV]

Sent: Wednesday, February 16, 2011 9:44 PM

To: SEC508ITAC@LISTSERV.GSA.GOV

Subject: Question Regarding YouTube Videos and Comparable Access/Other Requirements

Hello,

Our agency is undergoing an extensive Website redesign and wants to place some of our YouTube videos onto the Home page of the new Website without an additional video format as well. I know there is a lot of debate about this and I would like to get a decision from an authoritative source about the legality of this issue one way or the other. I was under the impression that if a Federal government agency provided a YouTube video on the agency Website, they also had to provide another version of the video due to the fact that some Government agencies block YouTube. However, I can find no legal basis for this requirement. It appears to me that it is simply the "right thing to do."

If this is just a best practice and not a legal requirement then I see no reason why agencies cannot post YouTube videos without the additional requirement of having to provide the video in another format as well.

I would like to do the legally correct thing in making any recommendations on this issue but do not want to stifle the progress our agency has made to move into the 21st century. Any assistance, thoughts, advice or recommendations will be greatly appreciated!

Many thanks,

■

■

U.S. Office of Government Ethics
1201 New York Avenue, NW
Suite 500
Washington, DC 20005-3917
Tel.: ■
Fax.: 202.482.9237

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